

Newcastle Interchange

The construction of the Newcastle Interchange saw the transformation of the inner-city of Newcastle, with a new multi-modal terminal connecting heavy rail, light rail, buses and active transport.

Client: Transport for NSW

Project: Newcastle Interchange

Services: Communication and Engagement Strategy, construction notifications, community liaison, community events, communication materials, complaints and issues management, property access and negotiation.

Description: Mara Consulting worked with Laing O'Rourke to support the construction of a new rail infrastructure and train station in the inner-city of Newcastle. Mara was responsible for engagement with key stakeholders including the surrounding community directly impacted by the construction, business, and government representatives (local and state).

Mara developed positive relationships with neighbours keeping them informed of construction, including any impacts that they may experience, including high impact 24/7 work.

Mara's role included seeking stakeholder feedback through the detailed design process, coordinating consultation events with agencies, government departments, council and key stakeholders, as well as complaints management, arranging access for architectural studies and dilapidation reports, and compensation for impactful work.

The results?

Despite the disruption over the three-year construction period, there were very few complaints and issues. The team diligently implemented the engagement program, meeting all the government requirements to a very high standard. Community sentiment shifted from very negative to very positive over the period of the project.

